



# Grievance Redressal System

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# **Welcome to Presentation on Grievance Redressal System**

# Grievance Redressal System

## Introduction

*The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.*

# Problem Statement

Student satisfaction is a major concern for any educational institute. However, many a time the students fail to express their concerns & issues or fail to reach out for proper support from the organization. Neither is there any system to address the conflicts or issues faced by the students. This eventually leads to students' dissatisfaction. Hence, to maintain the dignity of the college or institute by ensuring a conflict-free atmosphere by promoting good student-teacher relationships we have developed a Student Grievance System that will address the students' issues & grievances. The students can lodge their complaints through this system which will be redressed by the institute. This grievance cell will also look into matters of harassment thus creating a protective environment for students.

# Scope of GRC

- ❖ **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- ❖ **Financial Matters:** Related to dues and payments for various items from library, hostels etc.
- ❖ **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

# Objectives of GRC

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

# Importance of Grievance Redressal System

- ❖ **Student Satisfaction and Well-being:** A Student Grievance Redressal System is crucial for ensuring the satisfaction and well-being of students within an educational institution. Addressing their concerns, whether related to academics, facilities, or interpersonal issues, contributes to a positive learning environment, fostering a sense of security and contentment among students.
- ❖ **Maintaining Academic Quality and Integrity:** An effective Grievance Redressal System helps uphold the academic quality and integrity of an institution. By promptly addressing grievances related to unfair grading, biased treatment, or other academic matters, the system ensures that the educational experience remains transparent, fair, and conducive to learning.
- ❖ **Building Trust and Accountability:** Implementing a transparent and responsive Grievance Redressal System builds trust between students and the educational institution. When students believe that their concerns are taken seriously and resolved fairly, it enhances the institution's credibility and accountability, fostering a positive relationship between the student body and the administration.



# Functions

- ❖ The cases will be attended promptly on receipt of written grievances from the students.
- ❖ The cell formally will review all cases and will act accordingly as per the Management policy.
- ❖ The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.



# Procedure for Lodging Complaint

- ❖ The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- ❖ The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- ❖ The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

# System Requirements

## Hardware Requirement

- ❖ I3 processor system or higher
- ❖ 4 GB RAM or higher
- ❖ 100 GB ROM or higher
- ❖ Minimum 350MB Hard Disk space for installation

## Software Requirement

- ❖ Windows 7 or higher
- ❖ XAMP or WAMP Server
- ❖ PHP, MySQL, HTML5, CSS3, Java Script, Bootstrap
- ❖ IDE (Notepad++, Visual Studio Code, or Eclipse.)

# Project Life Cycle

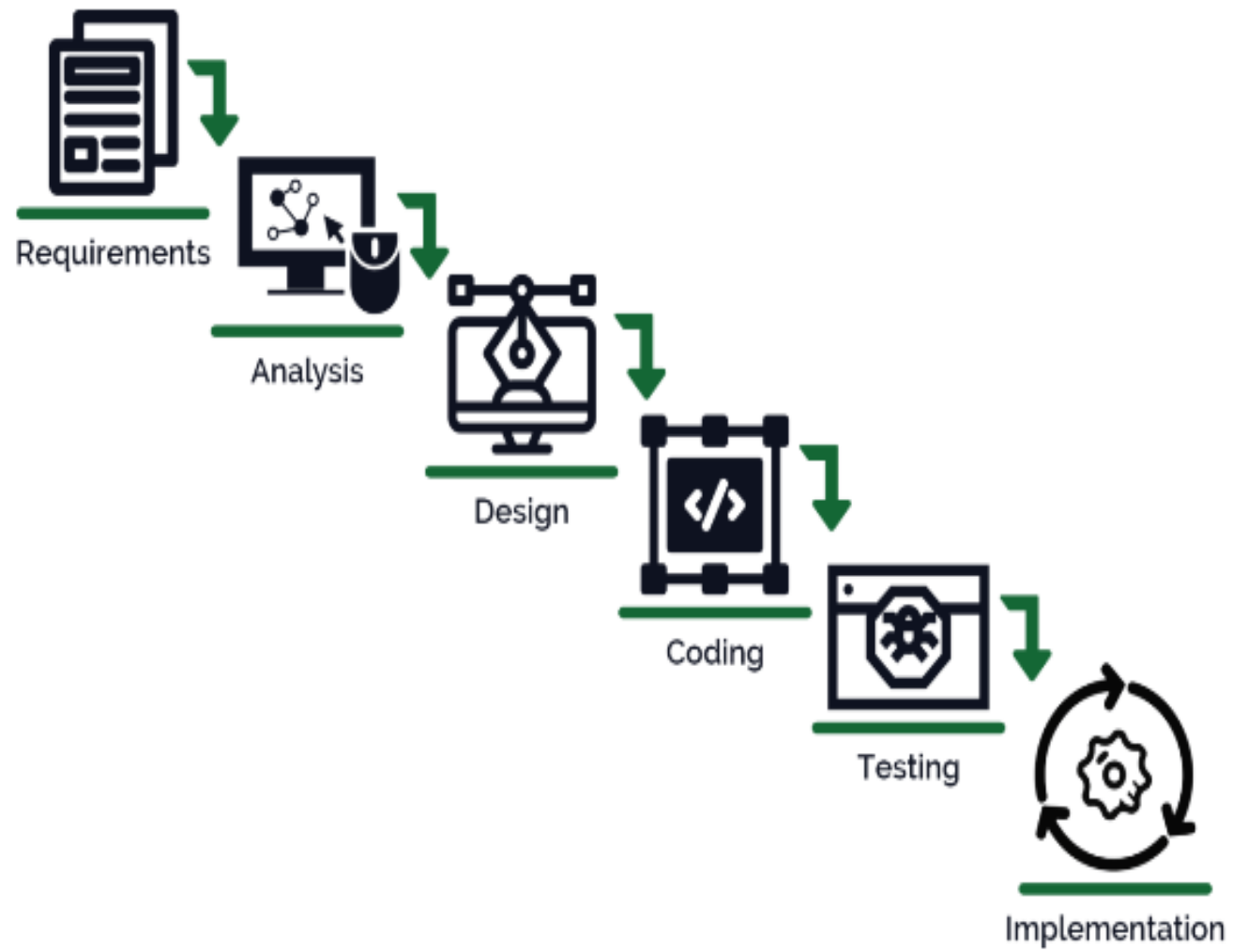
The waterfall model is a classical model used in system development life cycle to create a system with a linear and sequential approach. It is termed as waterfall because the model develops systematically from one phase to another in downward fashion. The waterfall approach does not define the process to go back to the previous phase to handle changes in requirement. The waterfall approach is the earliest approach that was used for software development.



The fundamental step used in **SDLC** process is based on the ISO 9001 guidelines. My aim was to follow the ISO guidelines and develop a perfect system.

The system development was organized into 6 major parts:

1. Requirement Gathering
2. Analysis
3. Documentation/Design
4. Development/Coding
5. Testing
6. Implementation



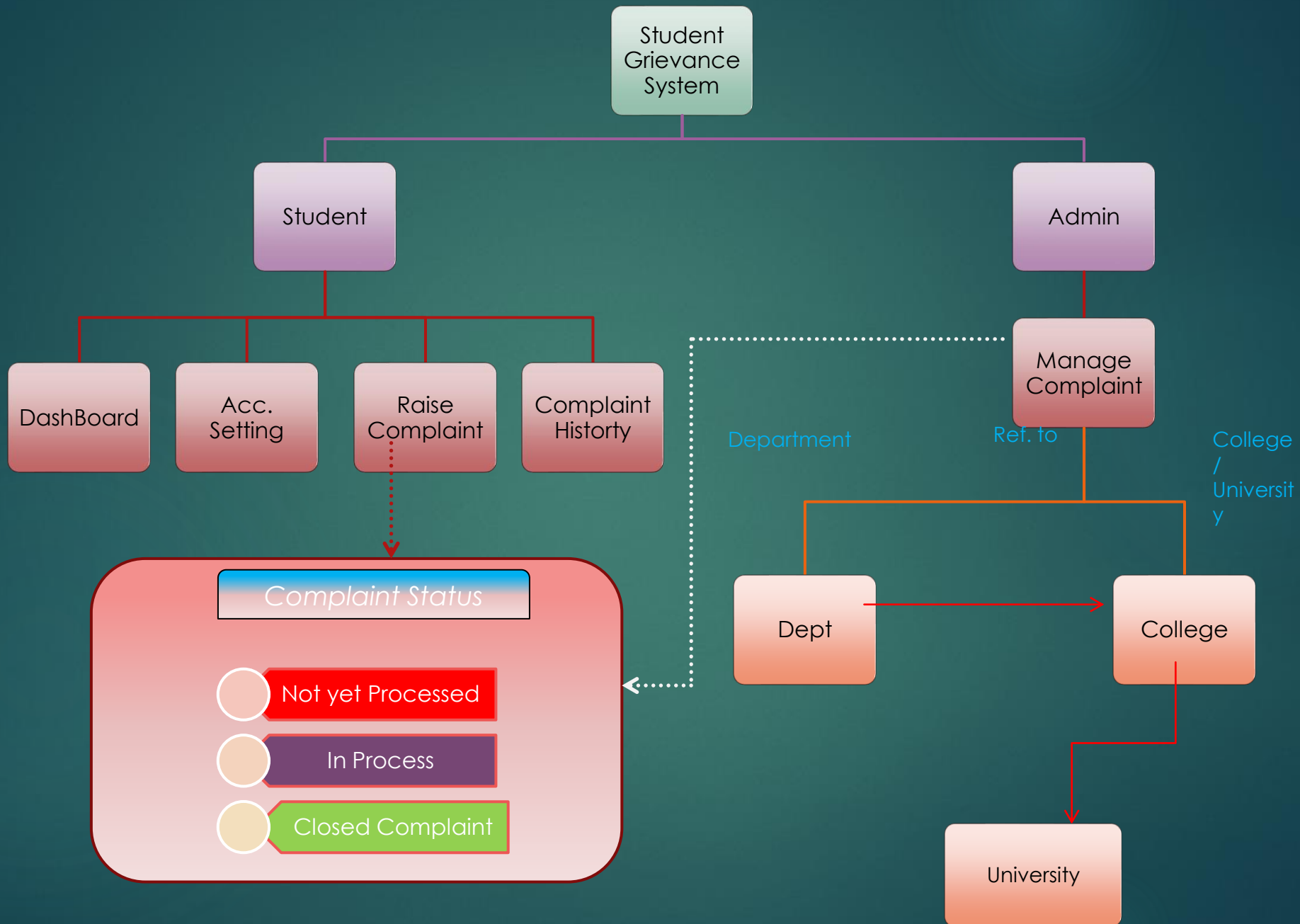
# Working of the Project

The system functions to look into the grievances lodged by any student. Students may approach the cell to voice their grievances regarding academic matters, health services, library and other services. Anyone with a genuine grievance may approach the Coordinator or member of the Student's Grievance cell, Grievance cell is formed in order to keep the healthy working atmosphere amongst staff and students, Admin can view the resolving status of all grievance.

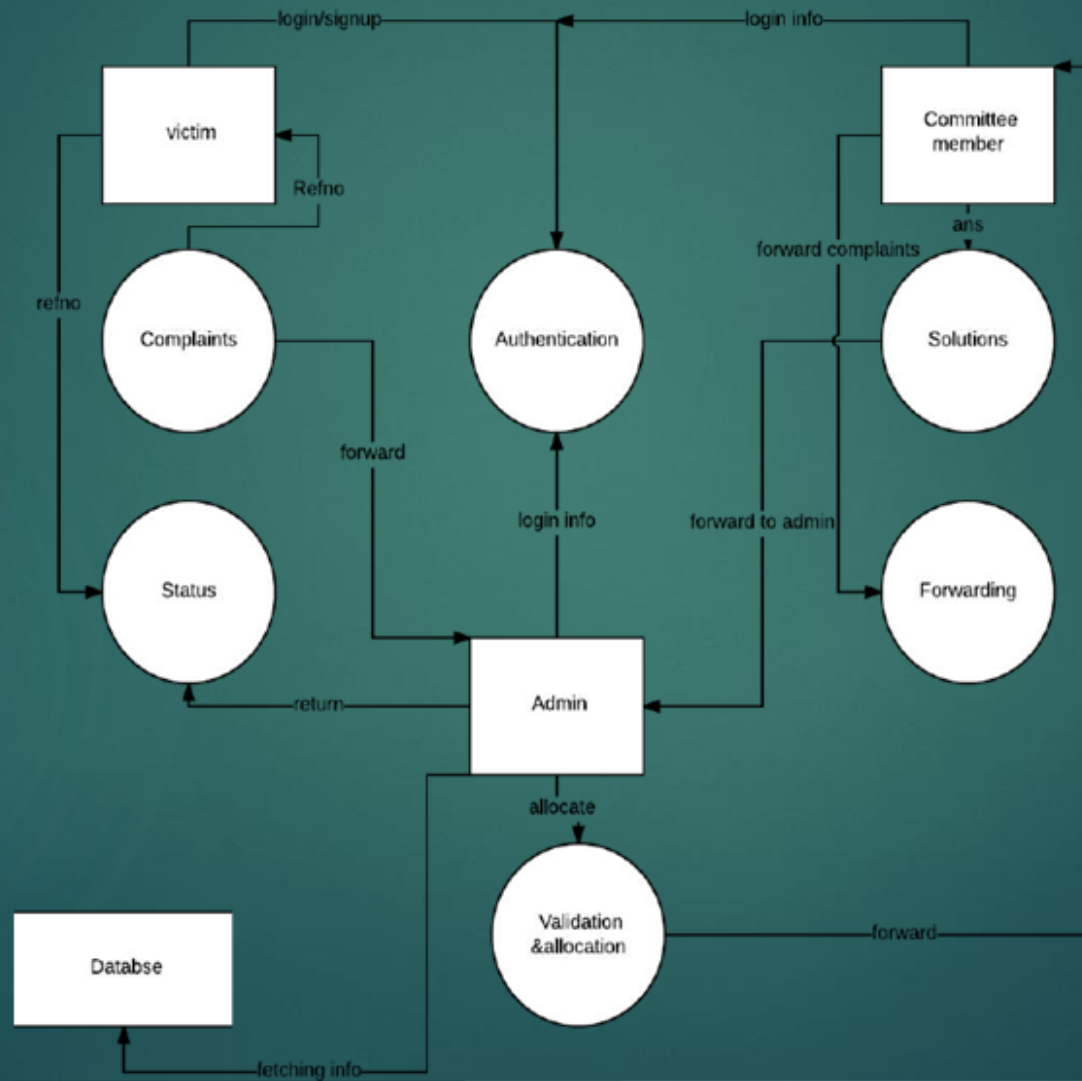
# Modules of GRS

- ❖ Login Module
- ❖ Registration Module
- ❖ Student Complain Module
- ❖ Admin Login and Authentication
- ❖ Complain Progress Management
- ❖ Dashboard Management
- ❖ Final Report Management

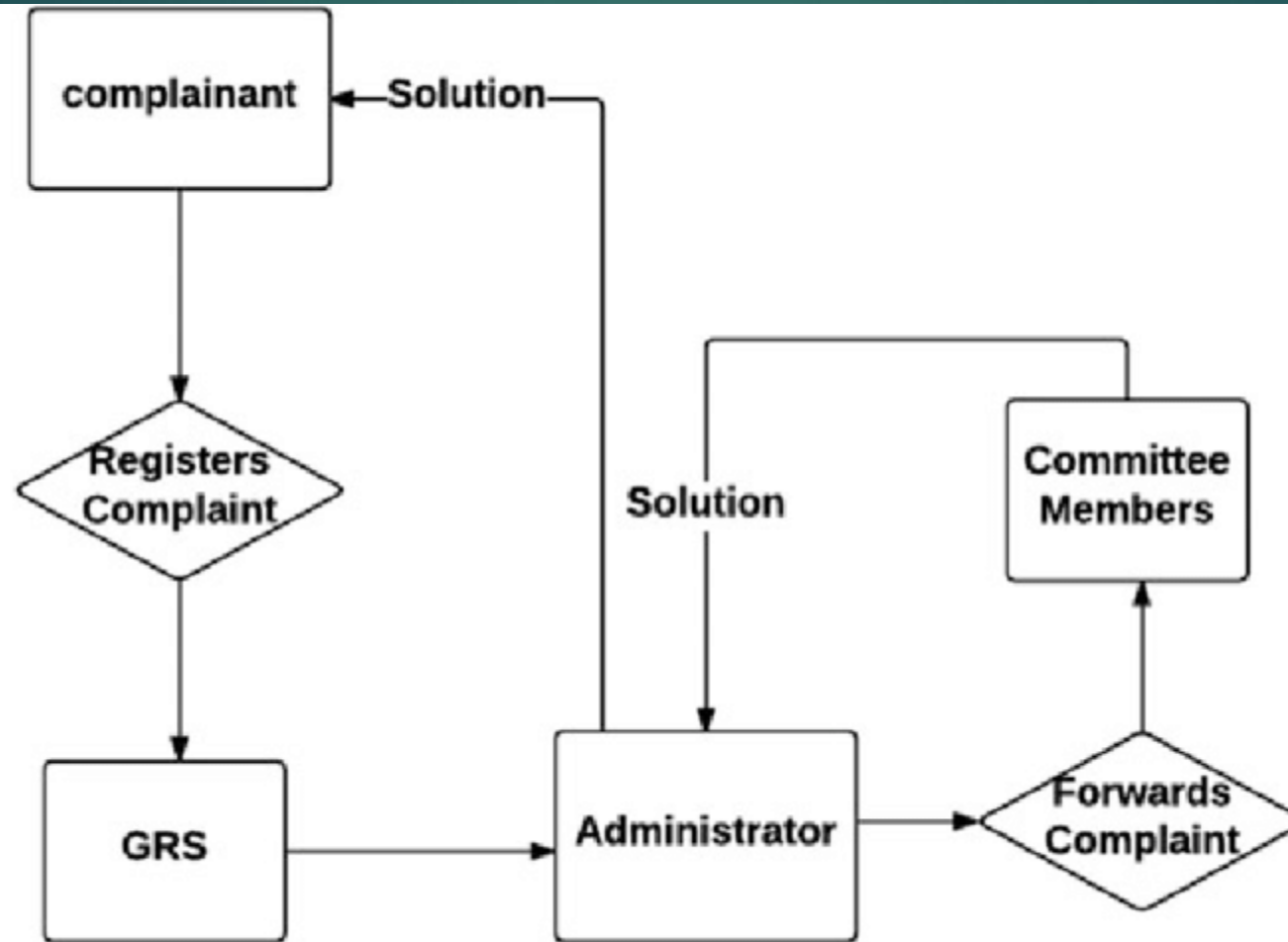




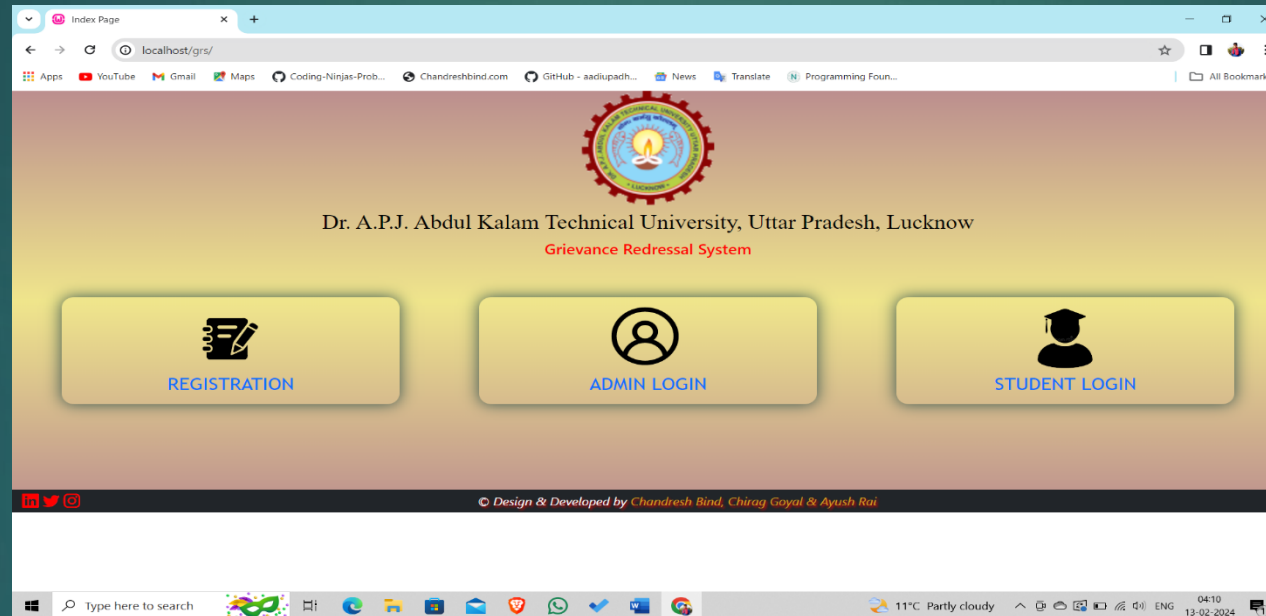
# DFD of GRS



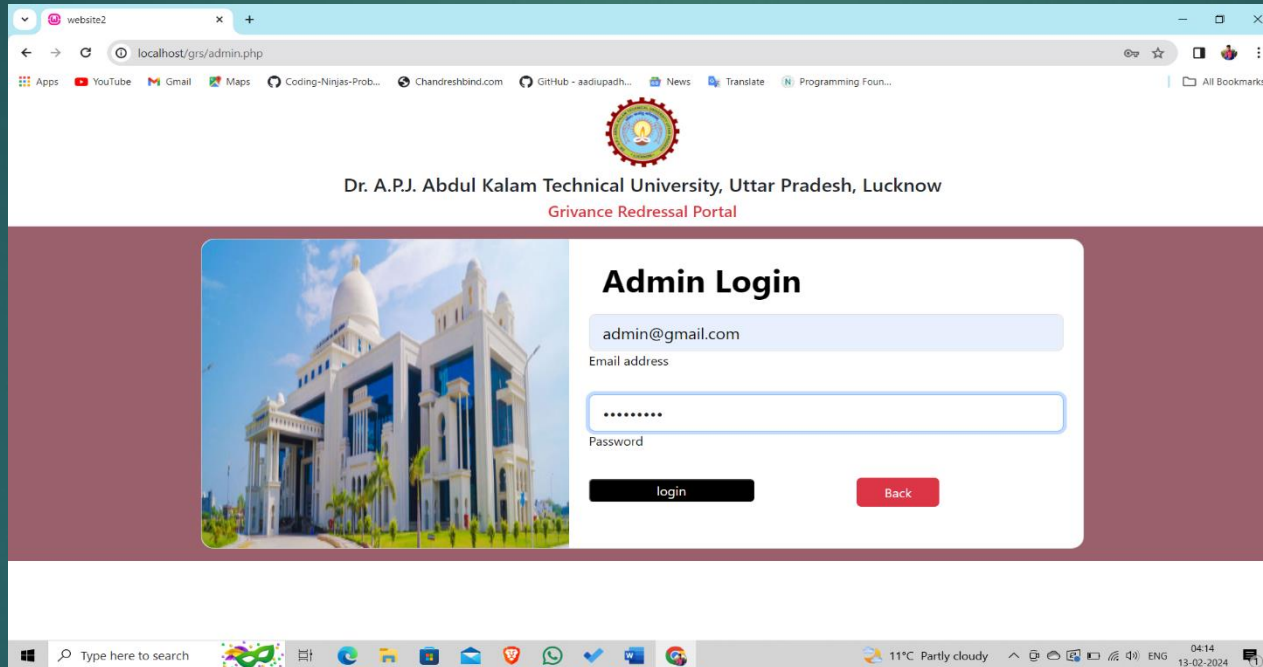
# Prototype of the GRS



# PROJECT SNAPSHOTS



# ADMIN LOGIN




The screenshot displays a web browser window with the address bar showing `localhost/grs/admin.php`. The page header includes the university's logo and name: **Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, Lucknow**, with the subtitle **Grivance Redressal Portal**. The main content area is divided into two sections: a large image of a university building on the left and a login form on the right. The login form is titled **Admin Login** and contains two input fields: **Email address** (with the value `admin@gmail.com`) and **Password** (masked with dots). Below the fields are two buttons: **login** and **Back**. The browser's taskbar at the bottom shows the Windows search bar, various application icons, and system information including the date and time (04:14, 13-02-2024).

website2 x +


localhost/grs/admin.php

Apps YouTube Gmail Maps Coding-Ninjas-Prob... Chandreshbnd.com GitHub - aadiupadh... News Translate Programming Foun...

All Bookmarks



**Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, Lucknow**  
Grivance Redressal Portal



**Admin Login**

admin@gmail.com  
Email address

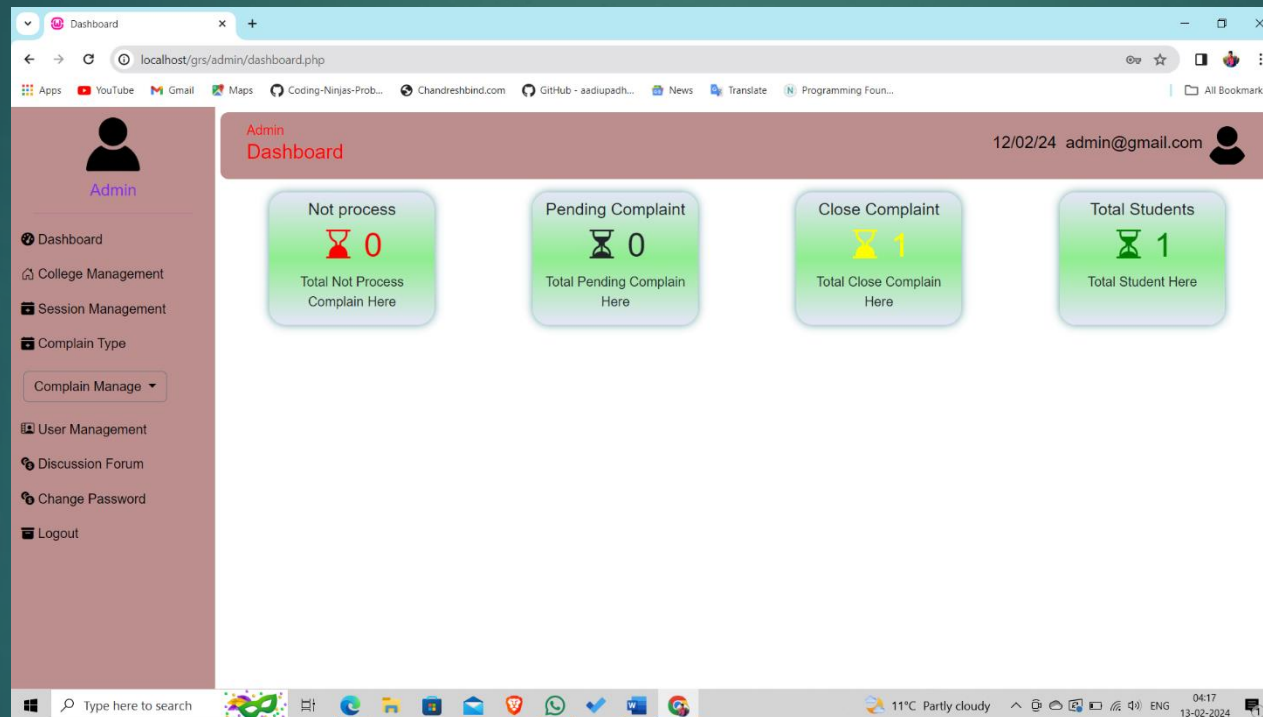
Password

login Back

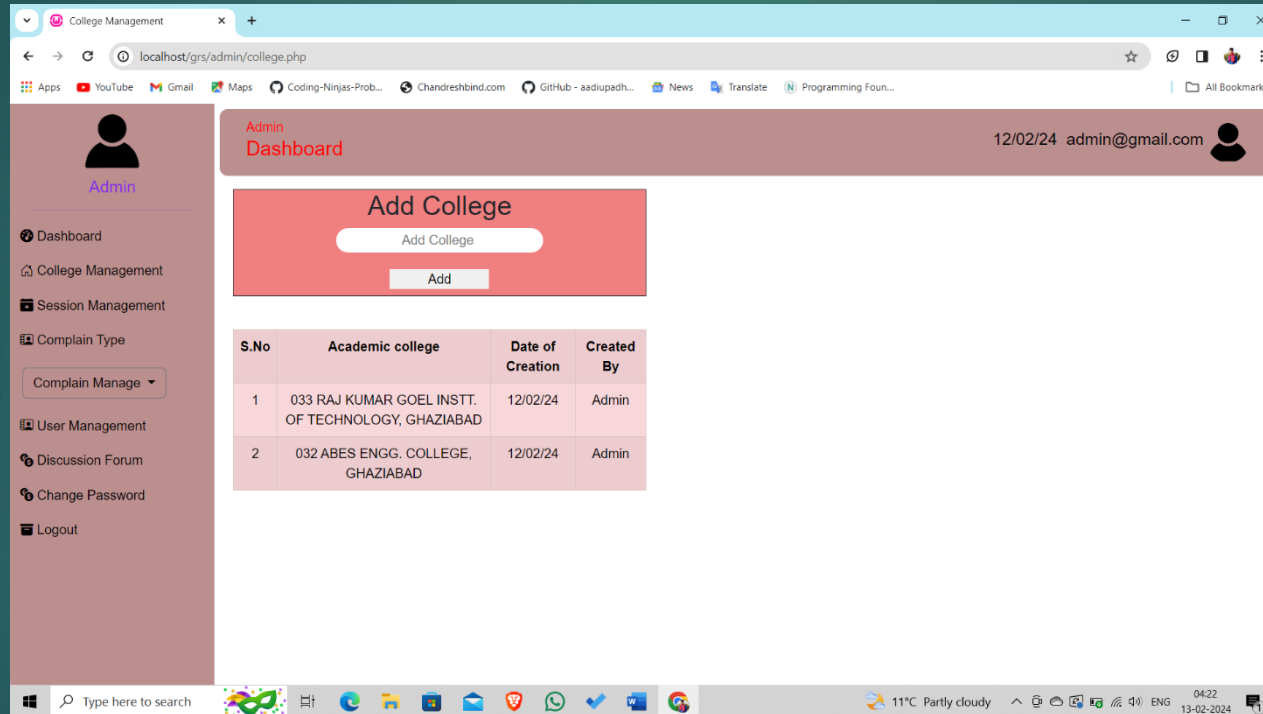
Type here to search

11°C Partly cloudy 04:14 13-02-2024

# ADMIN DASHBOARD



# COLLEGE MANAGEMENT



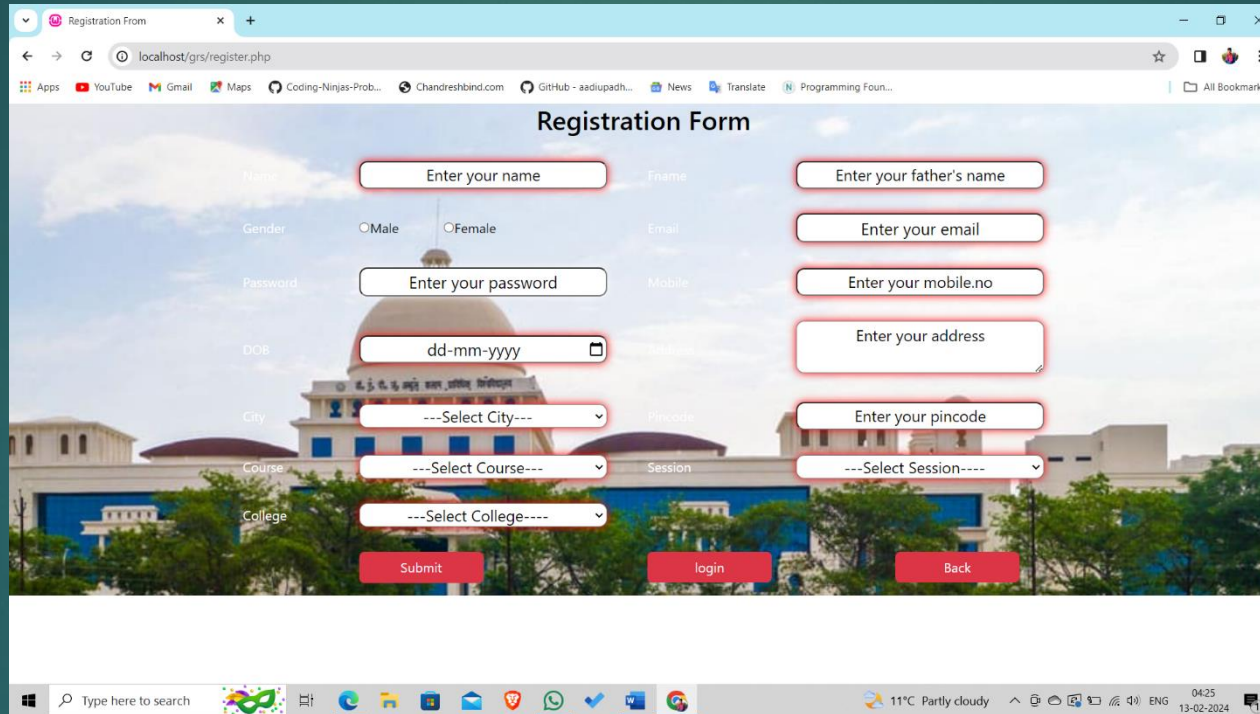
The screenshot displays a web application interface for college management. The browser's address bar shows the URL `localhost/grs/admin/college.php`. The application has a sidebar on the left with a user profile icon labeled 'Admin' and a list of navigation items: Dashboard, College Management, Session Management, Complain Type, Complain Manage (with a dropdown arrow), User Management, Discussion Forum, Change Password, and Logout. The top header bar is labeled 'Admin Dashboard' and shows the date '12/02/24' and email 'admin@gmail.com' next to a user icon. The main content area features a red 'Add College' button with an 'Add College' input field and an 'Add' button. Below this is a table with the following data:

S.No	Academic college	Date of Creation	Created By
1	033 RAJ KUMAR GOEL INSTT. OF TECHNOLOGY, GHAZIABAD	12/02/24	Admin
2	032 ABES ENGG. COLLEGE, GHAZIABAD	12/02/24	Admin

The Windows taskbar at the bottom shows the search bar, task view button, and several open applications including Chrome, File Explorer, and various utility tools. The system tray indicates a temperature of 11°C, 'Partly cloudy' weather, and the date '13-02-2024'.



# REGISTRATION

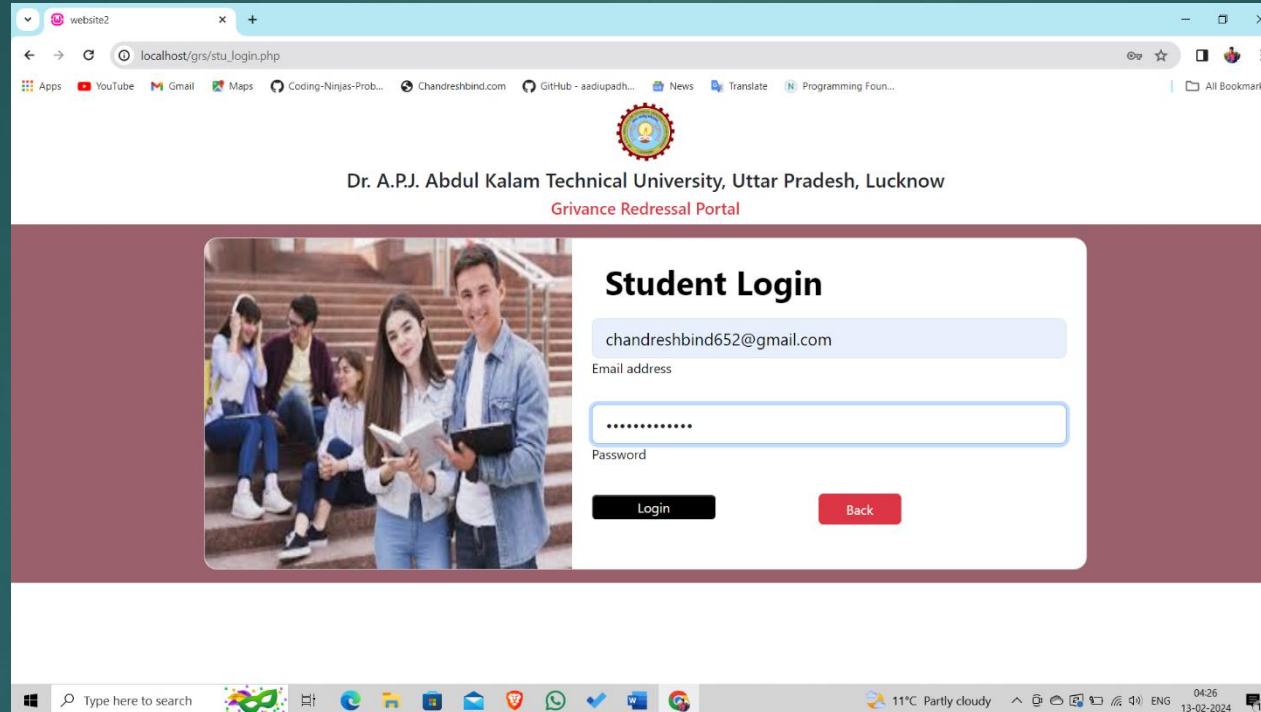


The screenshot displays a web browser window with a single tab titled 'Registration Form'. The address bar shows the URL 'localhost/grs/register.php'. The browser's bookmark bar includes links to 'Apps', 'YouTube', 'Gmail', 'Maps', 'Coding-Ninjas-Prob...', 'Chandreshbind.com', 'GitHub - aadiupad...', 'News', 'Translate', and 'Programming Foun...'. The registration form itself is titled 'Registration Form' and is set against a background image of a large, domed building. The form contains the following fields and controls:

- Name:** A text input field with the placeholder 'Enter your name'.
- Fname:** A text input field with the placeholder 'Enter your father's name'.
- Gender:** Two radio buttons labeled 'Male' and 'Female'.
- Email:** A text input field with the placeholder 'Enter your email'.
- Password:** A text input field with the placeholder 'Enter your password'.
- Mobile:** A text input field with the placeholder 'Enter your mobile.no'.
- DOB:** A date input field with the placeholder 'dd-mm-yyyy' and a calendar icon.
- Address:** A text input field with the placeholder 'Enter your address'.
- City:** A dropdown menu with the placeholder '---Select City---'.
- Pincode:** A text input field with the placeholder 'Enter your pincode'.
- Course:** A dropdown menu with the placeholder '---Select Course---'.
- Session:** A dropdown menu with the placeholder '---Select Session---'.
- College:** A dropdown menu with the placeholder '---Select College---'.

At the bottom of the form are three red buttons: 'Submit', 'login', and 'Back'. The Windows taskbar at the bottom of the screen shows the search bar, task view button, and several application icons. The system tray on the right indicates a temperature of 11°C, 'Partly cloudy' weather, and the date and time '04:25 13-02-2024'.

# STUDENT LOGIN




website2

localhost/grs/stu\_login.php

Apps YouTube Gmail Maps Coding-Ninjas-Prob... Chandreshbind.com GitHub - aadiupadh... News Translate Programming Foun...

All Bookmarks



Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, Lucknow

Grivance Redressal Portal

**Student Login**

chandreshbind652@gmail.com

Email address

.....

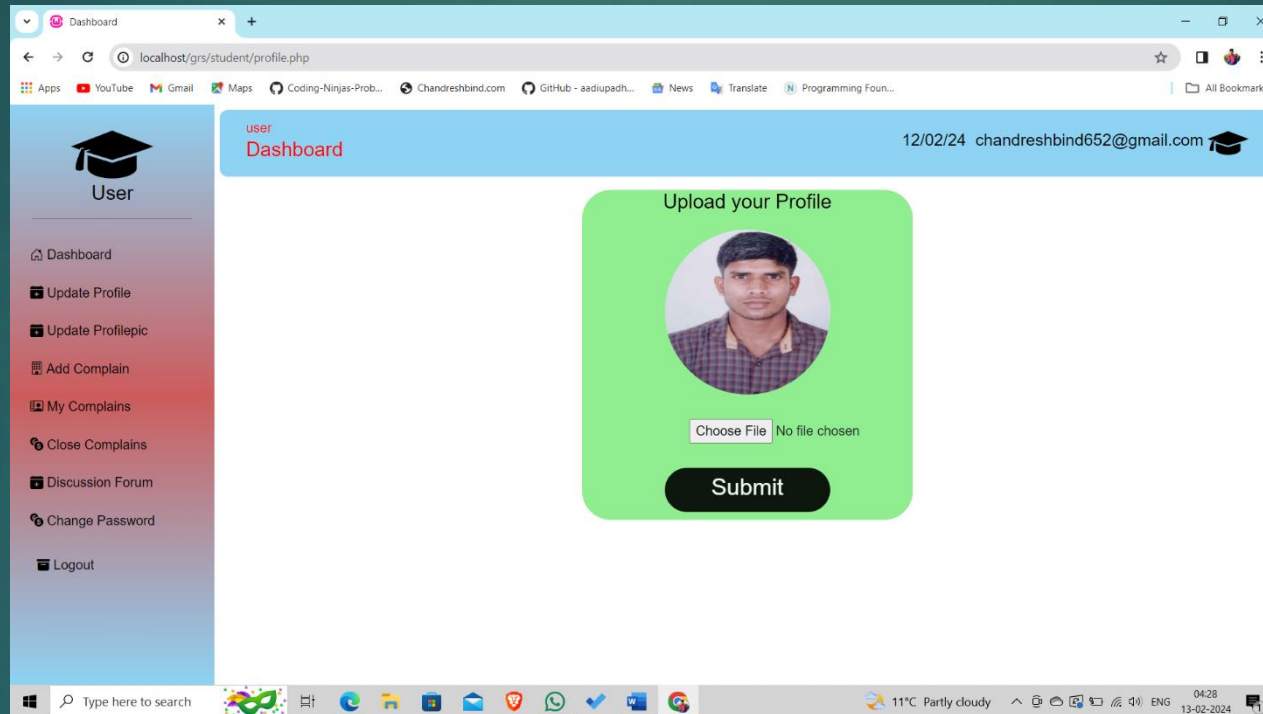
Password

Login Back

Type here to search

11°C Partly cloudy 04:26 13-02-2024

# USER DASHBOARD



# UPDATE PROFILE

Registration From

localhost/grs/student/update.php

Apps YouTube Gmail Maps Coding-Ninjas-Prob... Chandreshbind.com GitHub - aadiupadh... News Translate Programming Foun...

All Bookmarks

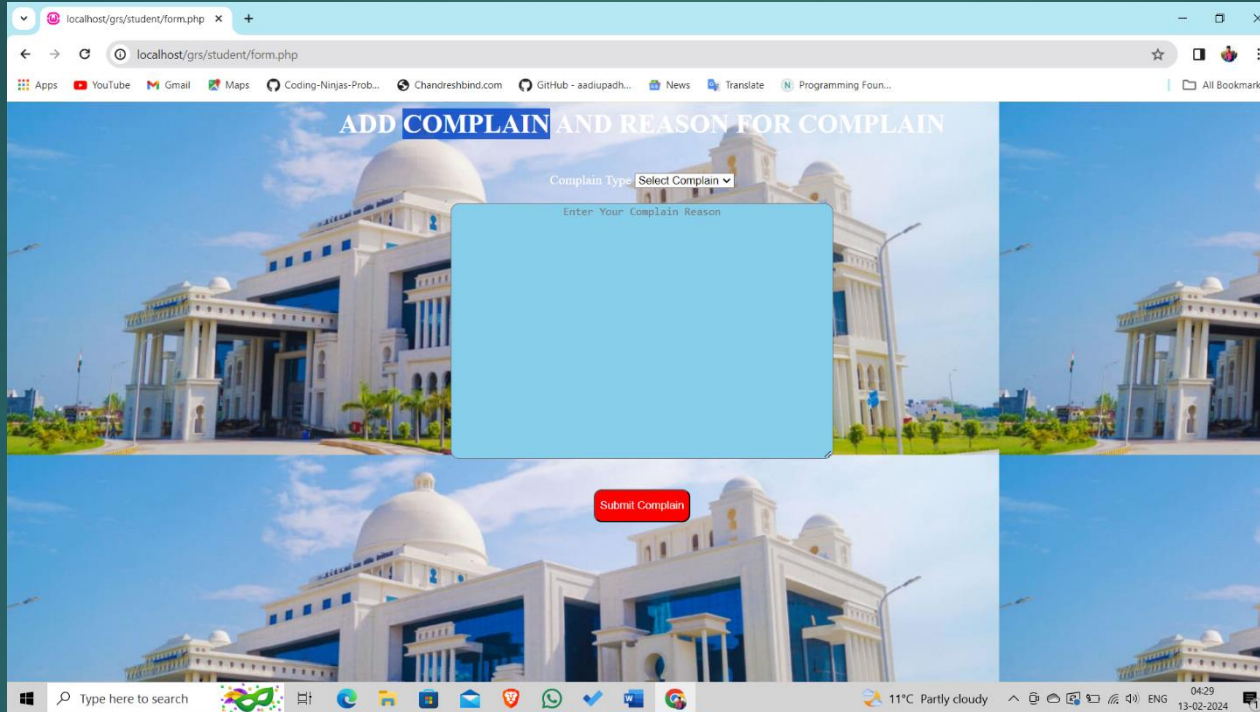
## UPDATE YOUR PROFILE

ENTER YOUR NAME:	CHANDRESH BIND	ENTER YOUR FATHER NAME:	LAKSHMI SHANKAR BIND
ENTER YOUR GENDER:	<input checked="" type="radio"/> Male <input type="radio"/> Female	ENTER YOUR EMAIL ID:	chandreshbind652@gmail.com
ENTER YOUR PASSWORD:	*****	ENTER YOUR MOBILE NO:	8052325127
ENTER DATE OF BIRTH:	16-06-2002	ENTER YOUR ADDRESS:	KANDHAPUR SONAHITA
ENTER YOUR CITY:	Jaunpur	ENTER YOUR PINCODE:	222144
<input type="button" value="UPDATE"/>		<input type="button" value="BACK"/>	

Type here to search

11°C Partly cloudy 04:40 13-02-2024

# ADD COMPLAIN



The screenshot displays a web browser window with the address bar showing 'localhost/grs/student/form.php'. The page features a background image of a large, white, domed building. The main heading is 'ADD COMPLAIN AND REASON FOR COMPLAIN'. Below the heading, there is a 'Complain Type' dropdown menu with 'Select Complain' as the current selection. A large, light blue rectangular area is provided for the user to 'Enter Your Complain Reason'. At the bottom center of the form, there is a red button labeled 'Submit Complain'. The browser's address bar and bookmarks are visible at the top, and the Windows taskbar is at the bottom.

localhost/grs/student/form.php

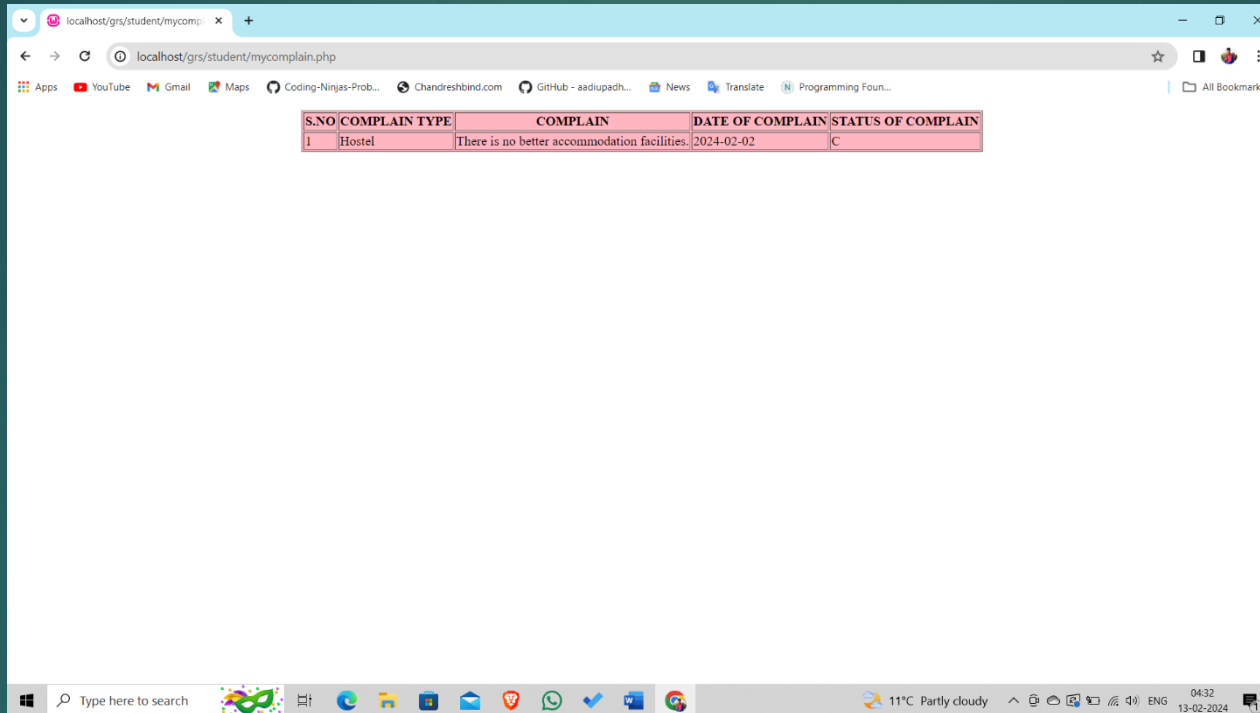
ADD COMPLAIN AND REASON FOR COMPLAIN

Complain Type

Enter Your Complain Reason

Submit Complain

# MY COMPLAINS

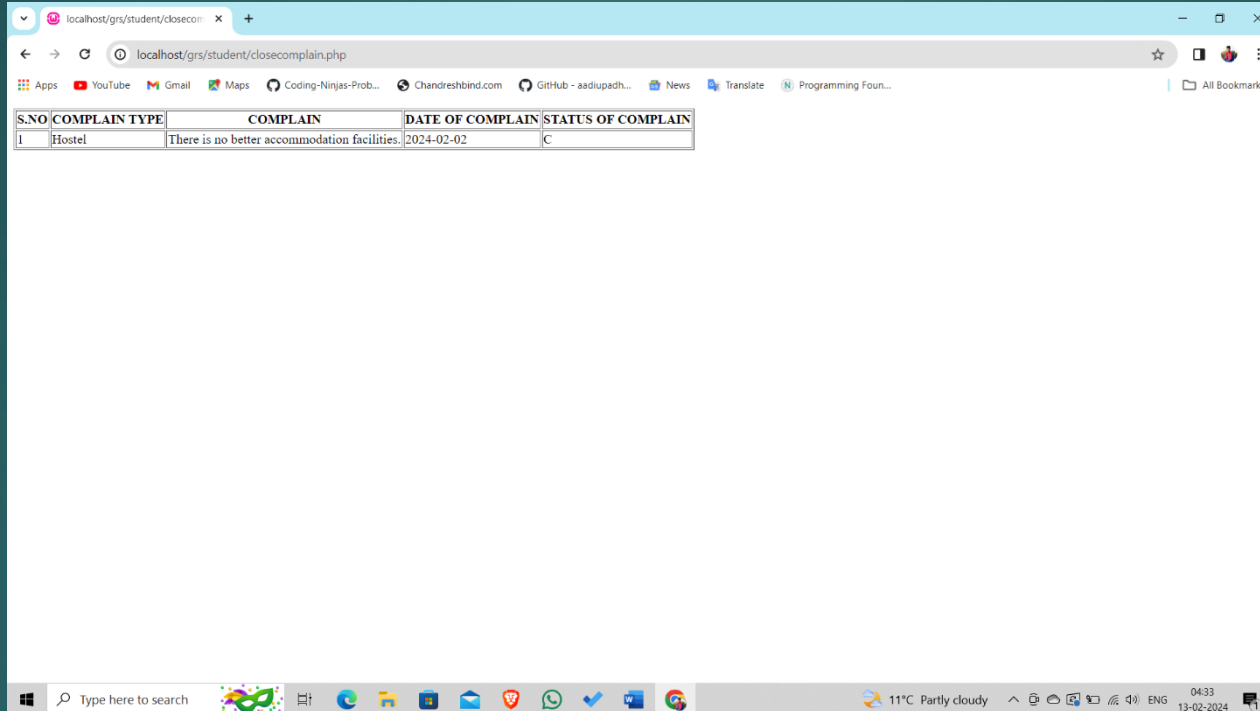


A screenshot of a web browser window displaying a table of complaints. The browser's address bar shows the URL 'localhost/grs/student/mycomplain.php'. The table has five columns: 'S.NO', 'COMPLAIN TYPE', 'COMPLAIN', 'DATE OF COMPLAIN', and 'STATUS OF COMPLAIN'. There is one row of data with the following values: '1', 'Hostel', 'There is no better accommodation facilities.', '2024-02-02', and 'C'. The browser's taskbar at the bottom shows various application icons and system information, including the date '13-02-2024' and time '04:32'.

S.NO	COMPLAIN TYPE	COMPLAIN	DATE OF COMPLAIN	STATUS OF COMPLAIN
1	Hostel	There is no better accommodation facilities.	2024-02-02	C



# CLOSED COMPLAINS



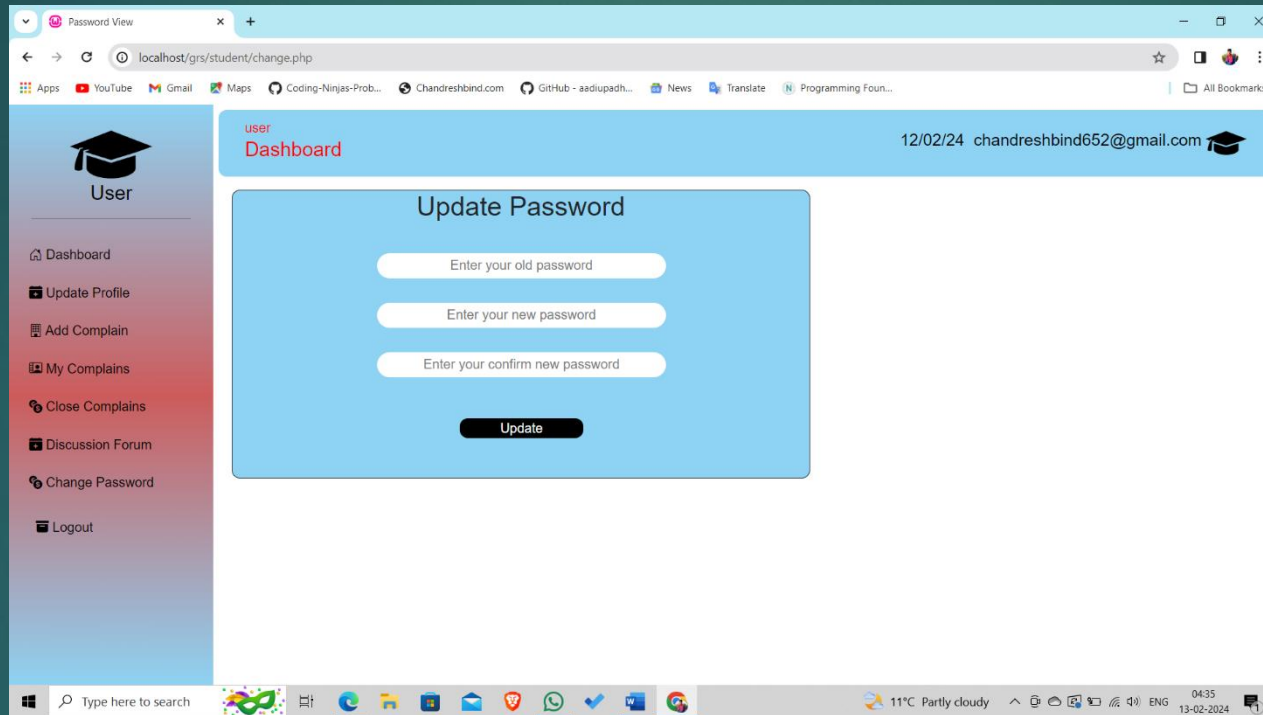
The screenshot shows a web browser window with the address bar displaying 'localhost/grs/student/closecomplain.php'. The browser's address bar and tabs are visible at the top. Below the browser window, a table is displayed with the following data:

S.NO	COMPLAIN TYPE	COMPLAIN	DATE OF COMPLAIN	STATUS OF COMPLAIN
1	Hostel	There is no better accommodation facilities.	2024-02-02	C

The table is located in the center of the browser window. The status 'C' likely stands for 'Closed'. The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons. The system tray on the right indicates the temperature is 11°C, it is partly cloudy, and the date is 13-02-2024.



# UPDATE PASSWORD



The screenshot displays a web browser window with the address bar showing `localhost/grs/student/change.php`. The page features a sidebar on the left with a 'User' profile icon and a list of navigation links: Dashboard, Update Profile, Add Complain, My Complain, Close Complain, Discussion Forum, Change Password, and Logout. The main content area is titled 'Update Password' and contains three input fields: 'Enter your old password', 'Enter your new password', and 'Enter your confirm new password'. Below these fields is an 'Update' button. The top right of the page shows the user's name 'user', the date '12/02/24', and the email 'chandreshbind652@gmail.com' next to a graduation cap icon. The browser's address bar and bookmarks are visible at the top, and the Windows taskbar is at the bottom.

user  
Dashboard

12/02/24 chandreshbind652@gmail.com

## Update Password

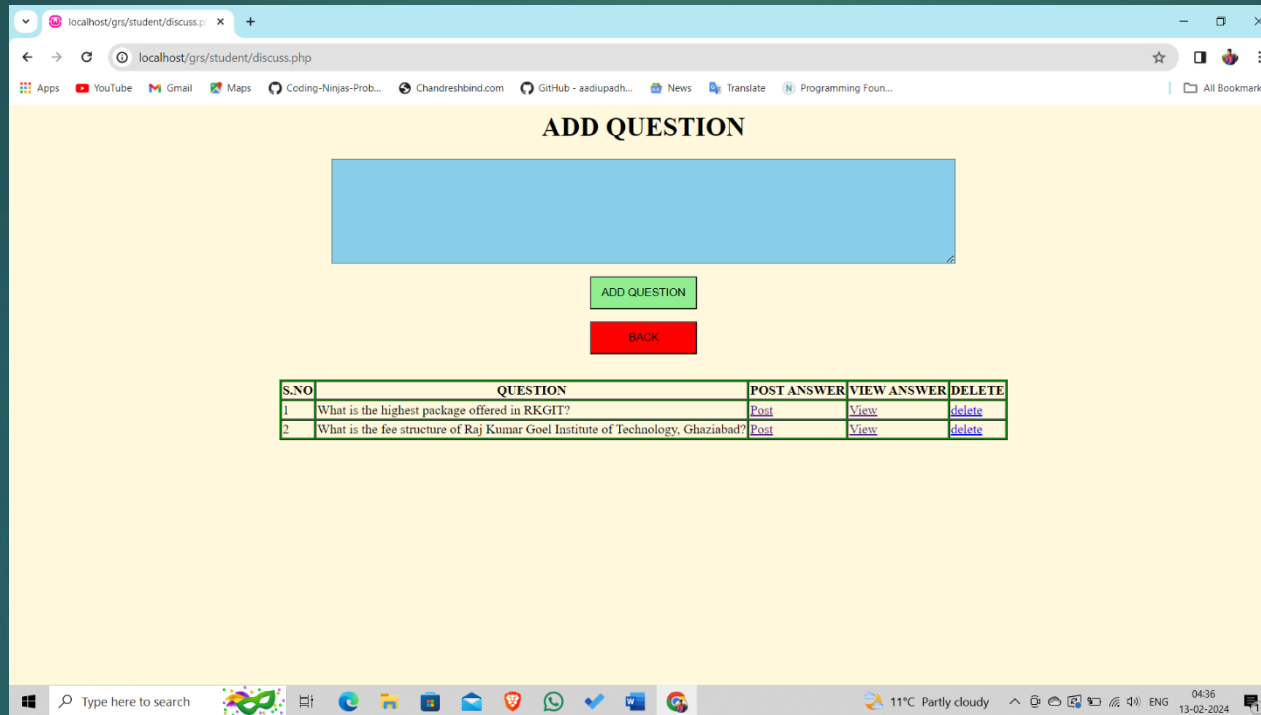
Enter your old password

Enter your new password

Enter your confirm new password

Update

# DISCUSSION FORUM



ADD QUESTION

ADD QUESTION

BACK

S.NO	QUESTION	POST ANSWER	VIEW ANSWER	DELETE
1	What is the highest package offered in RKGIT?	<a href="#">Post</a>	<a href="#">View</a>	<a href="#">delete</a>
2	What is the fee structure of Raj Kumar Goel Institute of Technology, Ghaziabad?	<a href="#">Post</a>	<a href="#">View</a>	<a href="#">delete</a>

# Advantages

- ❖ It tracks all the information of various types of complains.
- ❖ Manages the information of complainant.
- ❖ Shows the information and description of the various complains and their solutions.
- ❖ To increase efficiency of managing the university rules and regulations.
- ❖ It deals with monitoring the information and feedbacks.
- ❖ Adding, Editing, and updating of records is improved which results in proper data management of online complain system data.
- ❖ It provides a fair and speedy means of grievance handling.
- ❖ Builds harmonious education atmosphere in campus.

# Conclusion

This **Grievance Redressal System** is an attempt to highlight the fact that there are hardly such systems prevailing curtailing to the complaint redressed for students enrolled in numerous organizations. This paper has demonstrated a proposed GRS system for the grievance redressed of students covering various domains of complaints which could be lodged easily and thus leading to easy and sure solutions or redressed to the problems being faced by a student on a regular basis. The technologies used comprise of HTML and CSS to design a user-friendly graphical user interface, PHP, and SQL to keep track of the records at the back end. This system would be suitable for any organization for the resolution of complaints and thus lead to a qualitative and quantitative development of the organization.

In future it is planned to develop our own web server to host the web application.

Building Android Application for the system is also one of the future scope's of this project.

